



REGULAR MAINTENANCE

TASK	FREQUENCY
Empty Dirt Bin and Clean Filter	After every cleaning, empty your dirt bin and tap your filter against the side of a trash bin to release the dirt and debris from the filter.
Regular Maintenance	Clean your Neato brushes, filters and sensors every 2 weeks.
Change Filters	Every 2 months.
Change Main Brush	Every 9 months.
Change Side Brush	As necessary.
Replace Battery	After 1.5 years of use.

CONNECTIVITY TROUBLESHOOTING

NEVER BEEN ABLE TO CONNECT TO ROBOT - DO NOT TRY TO CONNECT BEFORE HEARING THE "CHIME"

- Retry the easy connect process and wait for the Neato to make a sound before pressing the button.
- Wait until you hear your Neato make a sound. You may be pressing the "Connect to Robot Access Point" button too early.

NEVER BEEN ABLE TO CONNECT TO ROBOT - CANNOT GET PAST "CONNECTING TO THE INTERNET"

- Check a secure https site can be reached with your mobile device on that ssid, such as gmail or <https://www.httpvshttps.com/>.
- Check port 443 is not blocked on the router settings. Note any DNS restrictions or settings. If DNS (ports 52 or 53) are explicitly disallowed, allow them.
- If a rule exists to ONLY allow port 80 traffic, add HTTPS / SSL (port 443) and DNS (port 53).
- If you are unable to allow traffic on port 53, that should be ok, it is not essential.
- Use Google NPS servers instead of router or ISP (google DNS primary is 8.8.8.8, secondary 8.8.4.4) and try to reconnect.
- If these steps do not work contact Neato customer care who will help further.

NOTE: Neato currently does not have support for Enterprise level password security (WEP EAP).

NEVER BEEN ABLE TO CONNECT TO ROBOT - CANNOT GET PAST "REGISTERING YOUR ROBOT ON THE NEATO SERVER"

- Make sure your robot is not already added on a different account.
- Check that your smartphone or tablet is on the same Wi-Fi network. Use your device and go to <https://beehive.neatocloud.com>. This should redirect you to the regular neatorobotics.com website.
- If you don't see the regular Neato Robotics website, reboot your router and contact your internet service provider and inform them you are unable to access SSL Secure Websites.
- If you already see the website and still cannot connect contact Neato for help.

ROBOT HAS INTERMITTENT DISCONNECTIONS - ROBOT SAYS IT IS "OFFLINE" WHILE IT IS RUNNING

- Your robot should connect once back in range of Wi-Fi. Maps are stored on the robot so if it disconnects while running, it still should adhere to Floor Planner features like No-Go Lines and Zone cleaning on compatible devices.
- Is the Wi-Fi router centrally located? Find dead spots - Walk around with your smartphone/tablet looking to see if there are signal drops to one/two bars. Is it possible to move the router to try and eliminate the coverage gap? (Try this as a last resort).
- If you have a D7 and are using 5 GHz Wi-fi, try switching to 2.4 GHz.
- Check what robot software version you have. It should be 4.2.3 or greater.
- Power cycle the robot and completely shut down the app and restart.
- If this does not work, contact Neato for help.

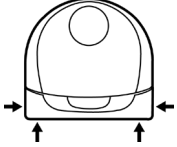
ROBOT SAYS IT IS "OFFLINE" WHILE AT THE CHARGE BASE

1. Ensure working at home. Have any changes been made to your Wi-Fi settings recently as that may have caused an issue?
2. Check what robot software version you have. It should be 4.2.3 or greater.
3. Power cycle the robot and completely shut down the app and restart. Wait 10 minutes and see if the "offline" message goes away.
4. If you are using 5 GHz Wi-fi, switch to 2.4 GHz and re-do step 3.
5. If this does not work, delete the network and reconnect.
6. If this does not work please contact Neato for help.

Power Cycle robot: Press and hold the start button until the robot turns off. Then restart by pressing again.

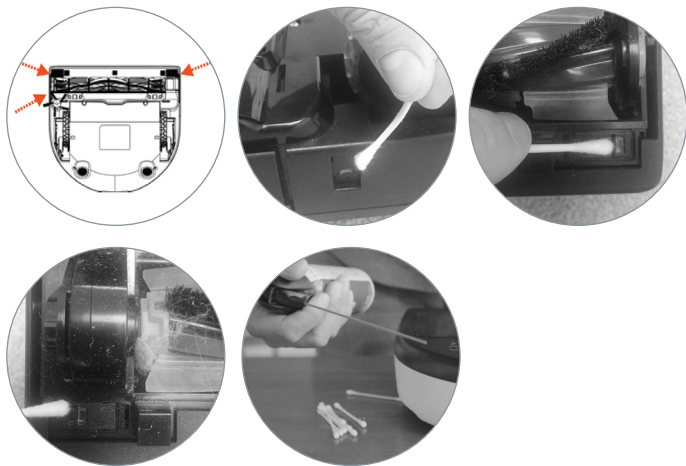
Get into WiFi Pairing Mode: Press and hold the right side bumper together with the start button until the robot turns off. Press the start button to turn back on and the Wi-Fi LCD should be blinking.

NAVIGATION TROUBLESHOOTING

ERROR CODE	WHAT TO DO
Clear my path 2000-2012	Check environment, clean sensors, clean brush, check wheel and bumper https://support.neatorobotics.com/hc/en-us/articles/233424347 .
Vision block 1000-4000	Clean all sensors including laser module (see General Maintenance Tips).
Dust me off so I can see	Make sure the protective screen film has been fully removed and is not peeling up and blocking the robot's vision. Wipe the surface off with a soft cloth. (see General Maintenance Tips).
Bumper stuck	 <p>Ensure bumper moves freely and clicks in all four directions, click each direction rapidly a few times to check if all of the sensors are clicking and not getting stuck.</p>
Vision error 4101 - 4102	Press the start button and the robot will resume.
The path to zone is blocked (2013)	Clear the path. Robot is not necessarily smart enough to try a different path to find the zone if the original path is blocked completely. Make zones bigger giving the robot more options to find it.

GENERAL MAINTENANCE TIPS

1. Clean all Sensors



2. Clean the Laser - Located on top of your Neato inside of the round turret there are two lenses. These lenses are how your Neato maps out a room. - Use a Q-Tip to turn turret 5 times in each direction without putting Q-Tip on the laser eye - Use compressed air to give the turret a few blasts of air.

3. Clean the Brush - Remove the robot's brush and clean it of hair and debris.

4. Check Wheel and Bumper - Ensure bumper moves freely and clicks in all four directions, click each direction rapidly a few times to check if all of the sensors are clicking and not getting stuck.

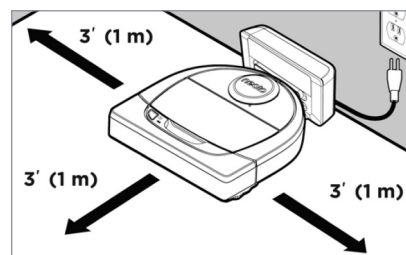
5. Check Robot - Remove any stickers or objects from the top of the robot.

NEATO NOT CHARGING

If your Neato is not charging, please follow the steps below:

- Please make sure there is power to the power outlet the charge base is plugged into. Sometimes your power may be off with a light switch.
- Clean the charge bars on the Charge Base and Robot with a dry cloth and make sure they are clear.
- Make sure the cable that is connected to the back of the charge base is completely pushed in.
- Try another power outlet or connect your charge base directly to the wall and not the power strip to see if the Neato charges.
- Please wait. It may take Neato up to a minute to display anything on the screen or the lights around the buttons. If no activity, click on the home button to start and make sure the on/off switch is in the on position inside the Dust Bin (For Botvac Connected and D80/D85 models only).

ROBOT DOESN'T GET PAST "CHECKING SURROUNDINGS" - CHECK THE ENVIRONMENT



1. Ensure the robot has at least 3 feet of space on both sides and in front of the robot. (Near a corner is a good spot for the charge base).
2. Your Neato and base should be on a solid flat surface.
3. Avoid placing the base in direct sunlight, near glass walls or overly metallic objects.
4. Ensure the Charge Base has not moved since Floor Plan was created.
5. Confirm doors and furniture within 10-15 feet of the charge base have not changed in any significant way since the Floor Plan was created and No-Go Lines were originally setup. This includes foot stools, laundry baskets and other solid elements that the robot may be seeing when it leaves the base.
6. If this doesn't work, please recreate a new Floor Plan.

NAVIGATION TROUBLESHOOTING

NO-GO LINES BEING IGNORED

Check Environment

- Check to see if objects around the No-Go Lines have moved in any significant way since the floor plan was created which would have caused the No-Go Lines to be ignored.

Visual and App Map Comparison

- Compare where you saw the robot ignore No-Go lines and compare to the cleaning map generated at the end of the cycle.
- Check the No-Go lines are properly defined and that there are no gaps that would allow the robot to go past the line you have drawn.

Redraw and save No-Go Lines

- Ensure No-Go Lines are drawn beyond the wall to make sure the robot is not sneaking through small gaps in the No-Go Lines.

ROBOT NOT DOCKING PROPERLY

Check the charge base:

- Ensure the base is on a solid surface, up against a wall with 3 feet of clear space around it.
- Avoid placing the base in direct sunlight, near glass walls or overly metallic objects.
- Ensure the base is plugged in.

Clean sensors:

- See General Maintenance Tips

FAILS TO FINISH / MISSES ROOM DURING FLOOR PLAN CREATION / STARTS MISSING A ROOM THAT IT USED TO CLEAN

1. Check the robot is physically capable of transitioning into the missing room (floor height, doors open).
2. Place robot back on base and try again.
3. Try moving the base, re-mapping.
4. If the problem persists contact Neato customer care to resolve.

“PLEASE PRESS OK TO CONTINUE” WITH NUMBER CODE (For Botvac Connected and D80/D85 models only)

- Go through the steps in General Maintenance Tips
- Next, while your Neato is off the charge base, try Power Cycling your Neato by pressing and holding the start button for 30 seconds. The lights on the Neato will now turn off. Please wait up to a minute for Neato to turn on when you will hear the startup sound.

“PLEASE CLEAR MY PATH” WITH NUMBER CODE

- This error may be a number of things including your Neato needing to be cleaned and maintained (see General Maintenance Tips), or it may be the environment in your house.
- First go through the steps in General Maintenance Tips
- Please make sure your Neato is free from any location if it was stuck or if anything was stuck in the wheels or brush.
- Make sure there is nothing preventing the robot from moving forward (e.g., obstacles, it is tangled in cords, robot is not flat on floor or is over an air vent on the floor that is triggering the drop sensor).
- If the error persists, while Neato is away from the Charge Base please try Power Cycling your Neato by pressing and holding the start button for 30 seconds. The lights on the Neato will now turn off. Please wait up to a minute for Neato to turn on.
- In the problem persists contact Neato customer care to resolve.

CONTACT US

If you still are having issues, please contact Neato Customer Care:

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